



MEMORANDUM

Agenda Item No. 11(A)(2)

TO: Honorable Chairman Joe A. Martinez
and Members, Board of County Commissioners

DATE: May 1, 2012

FROM: R. A. Cuevas, Jr.
County Attorney

SUBJECT: Resolution directing the County
Mayor to report on the feasibility
and cost savings of centralizing the
County's various calling operations
into the 311 Call Center

The accompanying resolution was prepared and placed on the agenda at the request of Prime
Sponsor Commissioner Lynda Bell.



R. A. Cuevas, Jr.
County Attorney

RAC/cp

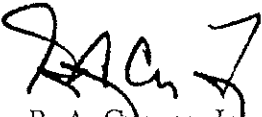


MEMORANDUM

(Revised)

TO: Honorable Chairman Joe A. Martinez
and Members, Board of County Commissioners

DATE: May 1, 2012

FROM: 
R. A. Cuevas, Jr.
County Attorney

SUBJECT: Agenda Item No. 11(A) (2)

Please note any items checked.

- ☐ "3-Day Rule" for committees applicable if raised
- ☐ 6 weeks required between first reading and public hearing
- ☐ 4 weeks notification to municipal officials required prior to public hearing
- ☐ Decreases revenues or increases expenditures without balancing budget
- ☐ Budget required
- ☐ Statement of fiscal impact required
- ☐ Ordinance creating a new board requires detailed County Manager's report for public hearing
- ☐ No committee review
- ☐ Applicable legislation requires more than a majority vote (i.e., 2/3's ____, 3/5's ____, unanimous____) to approve
- ☐ Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 11(A)(2)
5-1-12

RESOLUTION NO. _____

RESOLUTION DIRECTING THE COUNTY MAYOR OR
MAYOR'S DESIGNEE TO REPORT ON THE FEASIBILITY
AND COST SAVINGS OF CENTRALIZING THE COUNTY'S
VARIOUS CALLING OPERATIONS INTO THE 311 CALL
CENTER

WHEREAS, Miami-Dade County has established the 311 number and 311 Call Center to give the public convenient access to its county and city governments to obtain information, make requests for services, and report problems; and

WHEREAS, Miami-Dade County provides operators in many different departments to respond to calls and inquiries from members of the public; and

WHEREAS, it would appear to promote efficiency, allow for the reduction of costs through economies of scale, and add to the convenience of the members of the community to centralize Miami-Dade call center operations into the 311 Call Center; and

WHEREAS, the Board of County Commissioners wishes to explore the savings cost and feasibility of making this change,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that the County Mayor or Mayor's designee is directed to prepare a report regarding the cost savings and feasibility of centralizing the County's various calling operations into the 311 Call Center. This report will analyze the cost savings and feasibility for doing so for each of the departments that perform call center functions with the exception of 911 operations in order to provide the Board of County Commissioners with a factual basis to decide whether to consolidate all or some of these call centers. In addition to addressing cost savings, the Report should recommend approaches,

stages, and timetables, with associated costs, for accomplishing this goal. The Report shall be filed with the Clerk within 120 days of the effective date of this Resolution.

The Prime Sponsor of the foregoing resolution is Commissioner Lynda Bell. It was offered by Commissioner _____, who moved its adoption.

The motion was seconded by Commissioner _____ and upon being put to a vote, the vote was as follows:

Joe A. Martinez, Chairman	
Audrey M. Edmonson, Vice Chairwoman	
Bruno A. Barreiro	Lynda Bell
Esteban L. Bovo, Jr.	Jose "Pepe" Diaz
Sally A. Heyman	Barbara J. Jordan
Jean Monestime	Dennis C. Moss
Rebeca Sosa	Sen. Javier D. Souto
Xavier L. Suarez	

The Chairperson thereupon declared the resolution duly passed and adopted this 1st day of May, 2012. This resolution shall become effective ten (10) days after the date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By: _____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

TWL

Thomas W. Logue